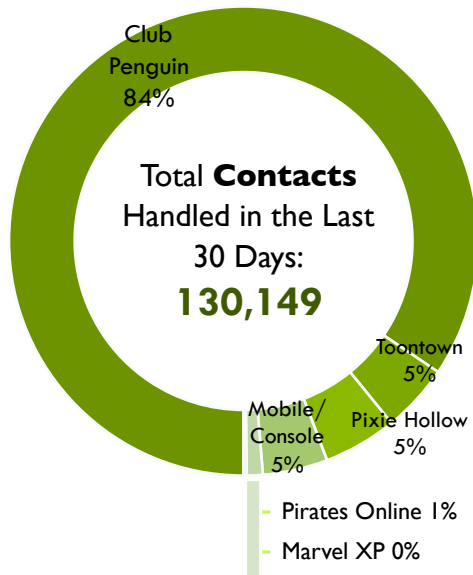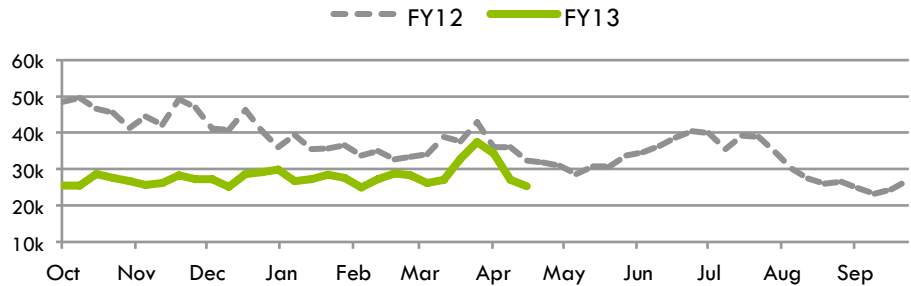# General Stats Overview from the Guest Experience Team

Published on April 24, 2013

The last 30 days includes support from March 25 through April 23. Contacts includes all phone calls, emails, and live chats.
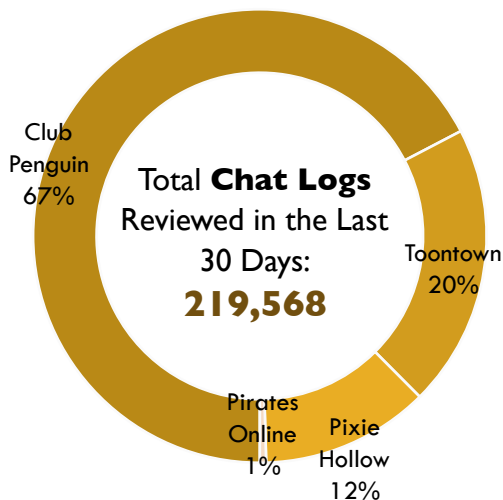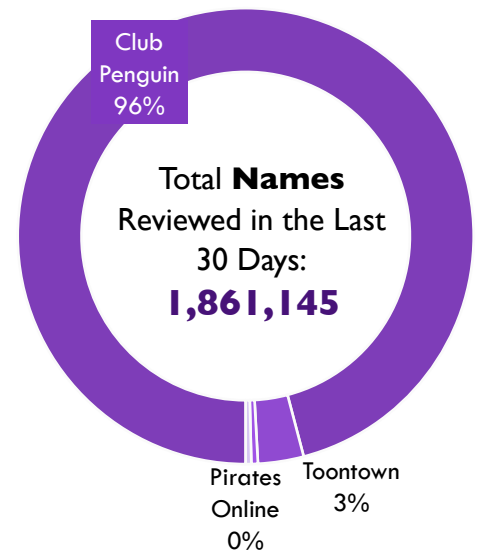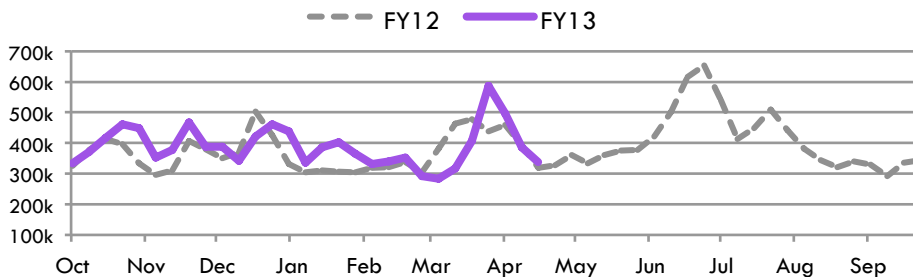
Club Penguin 84%

Total **Contacts** Handled in the Last 30 Days: **130,149**

Toontown 5%

Pixie Hollow 5%

Mobile / Console 5%

- Pirates Online 1%
- Marvel XP 0%

Total Contacts Handled Each Week

FY12   FY13

60k
50k
40k
30k
20k
10k

Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep

Satisfaction Rating:	Average Phone Wait Time:
Coming Soon	12 seconds

Total Names Reviewed Each Week

FY12   FY13

700k
600k
500k
400k
300k
200k
100k

Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep

Club Penguin 96%

Total **Names** Reviewed in the Last 30 Days: **1,861,145**

Pirates Online 0%

Toontown 3%

Club Penguin 67%

Total **Chat Logs** Reviewed in the Last 30 Days: **219,568**

Toontown 20%

Pixie Hollow 12%

Pirates Online 1%

Total Chat Logs Reviewed Each Week

FY12   FY13

100k
90k
80k
70k
60k
50k
40k
30k

Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep
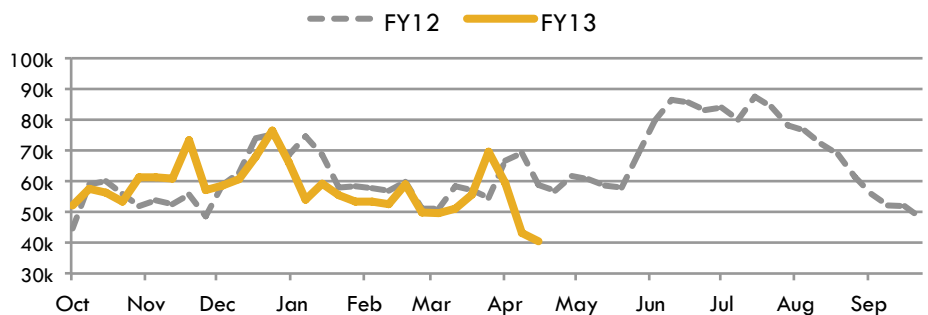
Top 5 Queues with the Most Fluctuation in the Last 30 Days

	Queue	Total for Mar 25 through Apr 8	Total for Apr 9 through Apr 23	Daily Average	Max Day	Min Day
#1	Club Penguin German Chat Logs	1,093	257	45	115	7
#2	Club Penguin Portuguese Bug Emails	130	31	5	82	0
#3	Club Penguin English Bug Emails	467	187	22	159	2
#4	Toontown Billing Phone Calls	150	63	7	22	0
#5	Club Penguin German Name Approvals	9,696	4,244	465	959	177

Top Ten Game-Play Topics in the Last 14 Days

Topic	2-Week Total
Club Penguin guests with positive feedback about cp in general	142
Club Penguin guests with questions about famous penguins	129
Club Penguin guests with questions about cp in general	110
Club Penguin guests with negative feedback about member benefits	103
Club Penguin guests with questions about cp staff	101
Club Penguin guests with questions about member benefits	92
Club Penguin guests with ideas for cp in general	76
Club Penguin guests with questions about clothing	75
Club Penguin guests with ideas for clothing	67
Club Penguin guests with ideas for parties in general	61